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S. 3 and
11/15/02Patent
Attorney Docket No. Old: GEM-30834
New: GEMS8081.022

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of : Kennedy, Ronald
Serial No. : 09/474,418
Filed : December 29, 1999
For : System and Method For Remote
Servicing of In-Field Product
Group Art No. : 2152
Examiner : Hunt, Eric



CERTIFICATION UNDER 37 CFR 1.8(a) and 1.10

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SignatureAssistant Commissioner for Patents
Washington DC 20231AMENDMENT/RESPONSE

Dear Sir:

Responsive to the Office Action mailed September 11, 2002, please consider the following remarks: